## We claim:

1. A voice recognition system comprising:

a plurality of modules for receiving voice inputs from a user and performing services for the user response to the voice inputs; and

a prompt selection module for selecting a prompt for presentation to a user, the prompt selection module being operative to identify an experience level of a user and select a prompt appropriate to the user's experience level.

- 2. The system of claim 1, wherein selection of a prompt is further based on the module and function being used.
- 3. The system of claim 2, wherein each module incorporates a prompt selection module to select prompts for that module.
- 4. The system of claim 3, wherein the prompt selection for each module identifies the function for which prompting is needed and selects from among prompts associated with that function.
- 5. The system of claim 4, wherein the user information includes information indicating the user's proficiency in using the system.
- 6. The system of claim 5, wherein the information indicating the user's proficiency includes information indicating the user's proficiency with each function that is available to the user.
- 7. The system of claim 6, wherein the information indicating a user's proficiency with each function includes a function usage tally for each function, the function usage tally for a function indicating a number of times the user has successfully employed the function.

- 8. The system of claim 7, wherein the prompt selection being used employs the function usage tally for a function to determine a user experience category for the user with respect to the function.
- 9. The system of claim 8, wherein the prompt selection being used determines the user experience category by selecting an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.
- 10. The system of claim 9, wherein the prompt selection selects a prompt associated with the user experience category.
  - 11. A method of prompt selection, comprising the steps of:
    identifying a module and function being employed when a need for user prompting arises;
    identifying a user experience level for the function; and
    selecting a prompt appropriate for the user experience level for the function.
- 12. The method of claim 11, wherein the step of identifying the user experience level is followed by a step of identifying the user as belonging to a particular experience category and wherein the step of selecting a prompt includes selecting a prompt associated with the experience category to which the user belongs.
- 13. The method of claim 12, wherein identifying the user experience category for a function includes examining user information for the function, the user experience information for the function includes a function usage tally indicating a number of times the function has been successfully invoked by the user.
- 14. The method of claim 13, wherein identifying the user experience category for a function includes assigning the user to an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

- 15. The method of claim 14, further including a step of updating the user information for each function whenever the user successfully invokes the function.
- 16. The method of claim 15, wherein the step of updating the user information includes updating the user's function usage tally for a function upon each successful use of that function.